

Ames, Karen

From: Ames, Karen
Sent: Monday, September 19, 2016 11:59 AM
To: [REDACTED]
Subject: RE: Recounting of protocol incident 9/11/16

Hello Mrs. [REDACTED] I hope you are feeling better. Thank you for forwarding this- I will also be looking into the prescription concern too. In terms of the Dept of Health- we are obligated to make sure you are aware of your rights and to provide you with the dept of health info. We are just making sure you have the info and that you do understand you can contact them with concerns. We will follow back up with you regarding these incidents.

Sincerely, Karen

-----Original Message-----

From: [REDACTED]
Sent: Monday, September 19, 2016 9:30 AM
To: Ames, Karen
Subject: Recounting of protocol incident 9/11/16

Dear Karen,
Here is my recounting of my blood protocol incident.

I have a cancer called myelodysplastic syndrome. In July I started needing to have blood transfusions. From day one the nurses talked me through the protocol they would be following whenever they administer a blood product for me. Call for blood, wait. Get Tylenol and Benadryl. Blood arrives, 2 nurses are in the room with the blood. They scan my name band, they ask me my name and birthdate. They read my name and number off my wrist and compare it to the paperwork. They then read the numbers on the blood bag and compare it to the paperwork numbers. If everything matches, then they start the blood.

Unfortunately I ended up in the hospital on September 5th. All my blood numbers were very low and I had an infection somewhere. In the next few days numerous blood products were hung and the protocol was followed. On September 11th it was determined that I would need a bag of blood. Nurse calls, we wait. My sister and aunt were in the room. The nurse (Anne) comes in hangs the bag and starts the blood. I looked at her and said "What about the protocol?" And she said "Oh, we did that at the desk."--and left the room. My sister, who is an RN in the state of Maine, ran over to the blood to check the numbers. I said "This isn't how it's ever been done." The numbers checked, so I relaxed, but when Scott came into the room (I think he was charge nurse for the day) I voiced my major concerns to him. All previous nurses had made me aware of the protocol and led me through it---this nurse did none. Scott told me he would speak to the nurse, and let me know after he did.

I need the hospital to be aware of this breach of protocol and seriousness I felt being vulnerable in my bed.

One other concern I have is about my discharge on Thursday, September 15th. It took time to get everything in order and ready for release. We were told prescriptions had been called in. We left the hospital after 6:00 pm, go to Wegman's Pharmacy and they had no knowledge of my prescriptions. My husband and I made 2 phone calls to find out about the prescriptions---they finally got called in---but one of the drugs was not going to be available until mid day the following day, which means I would be missing 2 dosages of one of the drugs. It was very nerve wracking to have to deal with this after a long day. It seems like there should be a better way to set up patients to be released.

You also informed me that I could turn the blood protocol incident in to the Department of Health. I am confused if you are just giving me information, or asking me to report this there also. You appear to be handling this at your hospital level. but I can send what I've written to you to them also if that would be helpful.

Thank you for the importance you are placing on this incident.

Sincerely,

[REDACTED]

Sent from my iPad